

PERFORMANCE MEASURES



ADMINISTRATION

From the aggregate staff of administration come policy and legislative decisions; overall professional management of the City; financial services and management; monitoring of civil rights and services; metropolitan planning services; human resource services; administration of general government, including management of the Community Development Block Grant; and economic development activities.

Employee Turnover. A measure of the organization's ability to retain quality employees is through the employee turnover rate. The City's employee turnover rate is less favorable than that reported by three peer cities in 1999, but lower than that reported by the government of Sedgwick County. The higher rates for both Wichita and Sedgwick County suggest that the region's tight labor market (average unemployment of 3.3 percent through 1999) is impacting the ability of local government to compete with the private sector.

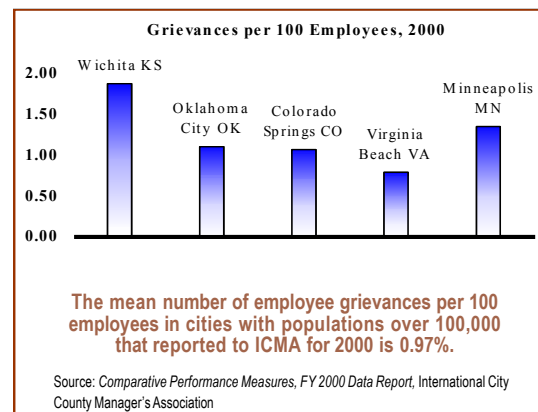
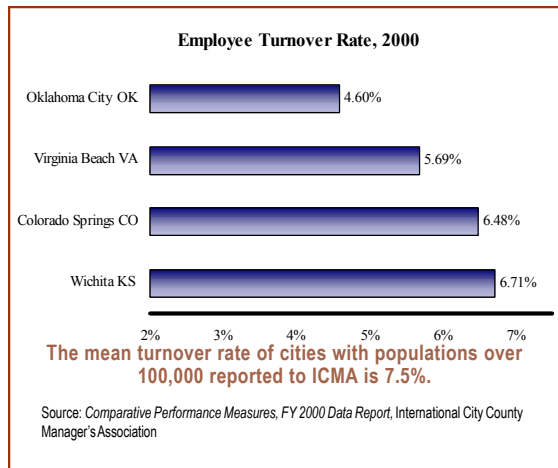
GOAL: To provide competitive employment and advancement opportunities.

Quality of the Workplace. The City strives to provide a positive work experience for employees, believing that the quality of the workplace impacts productivity and employee turnover. The number of grievances filed per 100 full time employees is one indicator of a fair and respectful work place. The City's history of grievances compares favorably with the same three peer cities.

GOAL: To provide competitive employment and advancement opportunities.

Financial Health. The City's overall financial health is a result of the policies and management of the City's resources, including both financial and human capital. The community's well being is the result of years of effort to diversify its revenue sources; to provide a stable tax environment; and to attract a strong and diversified economic base while providing a safe and attractive place to live. The City's ability to meet challenges and sustain the community's quality of life is best quantified by the external credit rating agencies who have consistently rated the City's uninsured general obligation bonds as high-grade investment quality bonds, reflecting a confidence that the City can continue to meet its financial obligations.

Moody's	Aa2
Standard & Poor's	AA



Investment. Kansas cities are limited by law to invest in financial instruments maturing in two years or less. In 1996, the State of Kansas granted the City of Wichita expanded investment powers as a result of a review of the City's investment policies and practices. The fully expanded powers have been renewed each year thereafter following an annual review of investment policies and practices. The City of Wichita is one of only two Kansas municipalities that have earned the fully expanded investment powers.



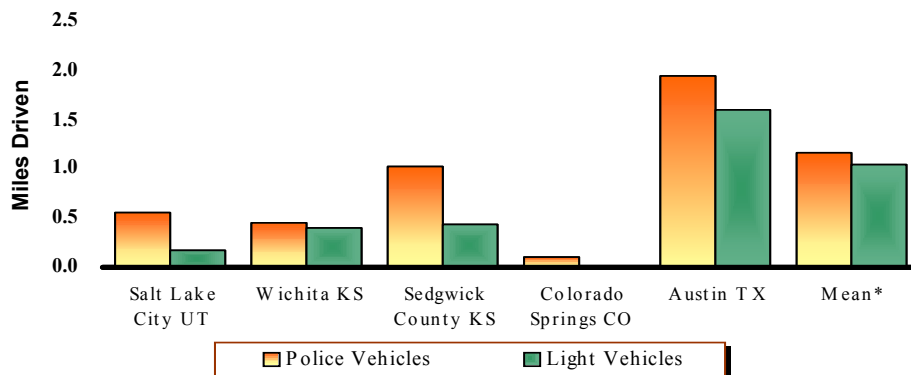
Financial Reporting. The City has consistently been awarded the Government Finance Officers' Association of the United States and Canada Certificate of Achievement for Excellence in Financial Reporting for its comprehensive annual financial reports and the Distinguished Budget Presentation Award for its annual budgets. The Comprehensive Annual Financial Report for Pension Funds also earned the Certificate of Achievement for Excellence in Financial Reporting for the first time in 2000.

Calendar Days from Requisition to Purchase Order on Informal Bids	
Oklahoma City OK	2
Colorado Springs CO	5
Wichita KS	10
Minneapolis MN	10
Virginia Beach VA	12
Des Moines IA	14
Mean for reporting cities with population greater than 100,000	10

Purchasing. From the time a requisition is entered into the purchasing system until a purchase order is issued in an informal bid situation measures not only the efficiency of purchasing staff, but the efficiency of all individuals along the purchase approval track, including department heads and, at times, the budget analyst.

GOAL: With proper authority, to maximize the value of dollars paid for purchases of products and services in an expedient manner.

Vehicle Accidents Per 100,000 Miles Driven



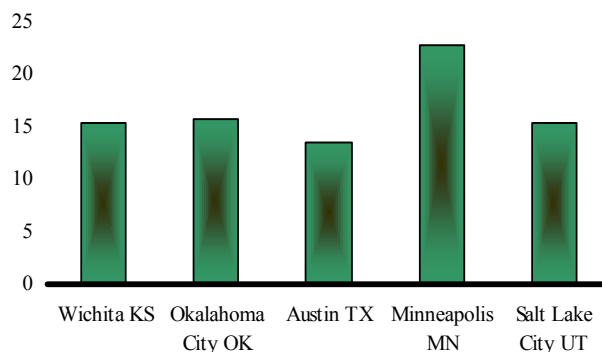
* Mean for cities with populations greater than 100,000 reporting to ICMA.

Risk management provided 6.29 hours of training per FTE to encourage safe work practices. Additional training, primarily in public safety, was provided directly by other departments bringing the total hours of training per FTE to 14.51 hours.

GOAL: To minimize personal injuries and property damage.

Source of comparative information:
*Comparative Performance Measures
 FY 2000 Data*, International City
 County Manager's Association

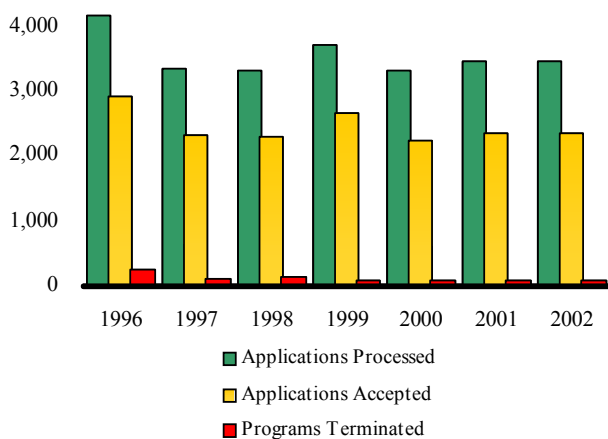
Workers' Compensation Claims per 100 Employees



PUBLIC SAFETY



Public Safety combines the services of the Law Department, which includes the prosecuting attorney's office; Municipal Court, which includes the public defender's office, probation services, and court clerk services; fire services, including fire suppression and fire prevention through education; and police services, which includes community policing, traffic enforcement, investigation, laboratory services, and the special operations of the air service and warrants.



Law. The Law Department administers the City's diversion and deferred judgment programs while Municipal Court Probation monitors the progress of the participants. The programs are designed to reduce recidivism providing each applicant every opportunity to complete the program.

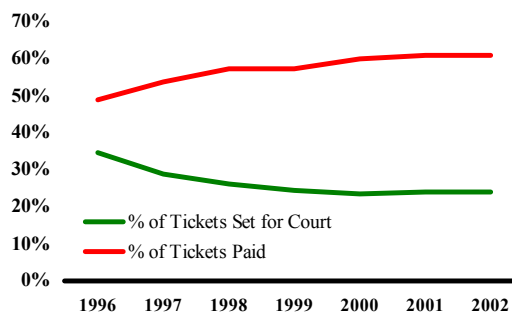
GOAL: To provide intervention and education that reduces the recidivism of domestic violence, alcohol and drug abuse, and speeding.

The Law Department partners with Municipal Court to justly adjudicate violations of municipal code in an efficient and respectful manner, striving to encourage positive behaviors.

Municipal Court. A majority of the cases set for court are traffic violations from police issued tickets. Since 1996, the percent of tickets set for court has steadily decreased while the percent of tickets paid with "no contest" has steadily increased.

GOAL: To provide intervention and education that interrupts a cycle of domestic violence, alcohol and drug abuse, and speeding.

Number of Tickets Paid Compared to Number of Tickets





An efficiency indicator of adjudication is the average number of times a case is scheduled on a docket before being disposed. The number of continued cases is projected to decrease significantly, reducing the overall case load.

GOAL: To adjudicate violations of the municipal code fairly and impartially, and establish policies and practices that assist defendants in making payment and restitutions when appropriate.

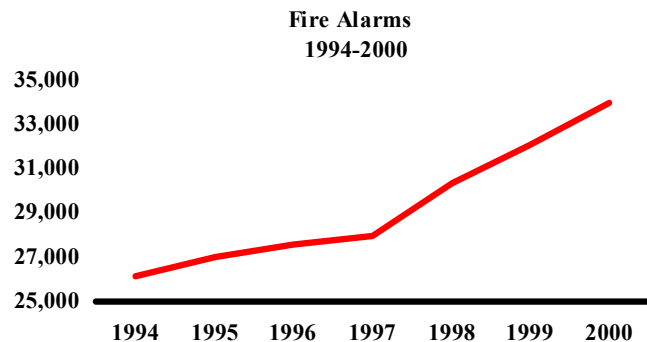
Case Load Service Level Measures					
	1998	1999	2000	2001	2002
Cases filed	40,933	35,776	35,360	36,000	36,000
Cases schedule on the docket	194,907	178,515	139,075	141,000	141,000
Cases continued	112,899	105,628	82,950	83,000	83,000
Average number of times a case docketed	4.76	4.99	3.93	3.92	3.92

Fire. The Fire Department strives to minimize loss of life and property resulting from fires, medical emergencies and other disasters through prevention activities, education, aggressive fire suppression, and prompt response to medical calls. The aggressive nature of the Department's offensive fire attack strategy is shown by the large percentage of fires that are confined to the room of origin. Improvement in both indicators is expected as the City begins a seven-year construction project that will provide two additional stations and relocate eight existing stations to provide services more efficiently.

Fire Department Performance Measures					
	1998	1999	2000	2001	2001
Average response time (min)	4.1	4.1	4.2	4.1	4.1
Percent of fires contained to room of origin	91%	90%	90%	90%	90%
Average dollar loss per fire in thousands	\$7.20	\$0.60	\$6.50	\$5.00	\$5.00
Number of blood pressure screenings	14,830	14,947	12,094	15,000	15,000

Lost time injuries of Wichita firefighters per 1,000 incidents are 0.26 compared to the median of 2.9 injuries per 1,000 incidents, compiled by ICMA from reporting cities with populations greater than 100,000.

Efficiency. The fire department has experienced a significant increase in alarm volume in the past three years. A sense of the operational efficiency can be gained by observing the increase in alarm volume, while recognizing staff and response times have remained virtually unchanged in the last three years.



GOAL: To maintain a response time of five minutes or less for 90% of the alarms.

GOAL: To contain fires to room or origin on not less than 90% of occurrences.

GOAL: To minimize loss of life and property as a result of fire.

GOAL: To maintain a focus on fire safety in the community.

Wichita's residential structure fires per 1,000 population served is 0.99 and compares favorably to median of 1.32 per 1,000 population served for those cities with populations greater than 100,000 that reported to the ICMA in 2000.



Selected Performance Measures - Police					
	1998	1999	2000	2001	2002
Total UCR* Part 1** Crimes per 1,000 population	76	68	68	68	68
Total UCR Part 1 Crimes (thousands)	25	22	22	22	22
Average response time of emergency calls	4.8	4.4	4.4	4.4	4.4
Total UCR Part 2 Crimes (thousands)	56	54	54	54	54
Total UCR Property crimes per 1,000 population served	69	62	62	62	62
Crimes Cleared					
UCR Part 1 Crimes cleared	25%	26%	26%	27%	27%
UCR Violent crimes cleared	52%	60%	60%	61%	61%
UCR Property crimes cleared	23%	23%	23%	25%	25%
*Uniform Crime Reporting					
**Part 1 crimes include homicides					

Police.

The Police Department attempts to protect life and property in the City, striving to reduce the number of crimes per capita, and to reduce the response time when called.

The Police attempt to locate and arrest suspects and to compile evidence supporting a successful prosecution.

GOAL: To reduce the response time by effectively staffing and configuring police resources.

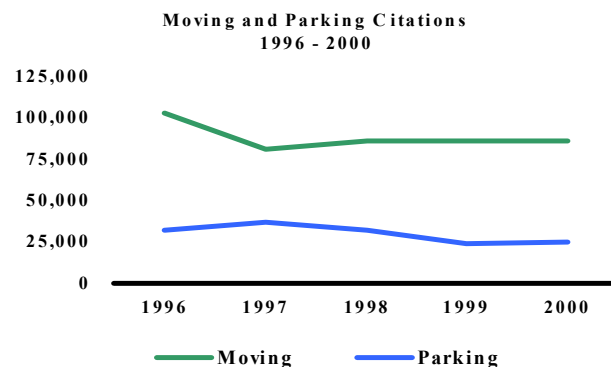
Through active enforcement of traffic laws, Police try to reduce the property and life loss from dangerous driving behavior. Enforcement includes arresting suspected drunk drivers (enhanced by the DUI Enforcement Unit) and the ticketing of individuals violating traffic ordinances.

GOAL: Continually reduce the loss of property and life as a result of dangerous driving behaviors.

Annually, Police issue over 85,000 tickets. In addition, the Police Department is responsible for the enforcement of parking ordinances. Every year, over 23,000 parking tickets are issued.

GOAL: Enforce parking ordinances for the safety of drivers and pedestrians and the convenience of businesses.

Selected Performance Measures - Traffic Enforcement					
	1998	1999	2000	2001	2002
DUI arrests per 1,000 population	7.9	7.6	7.6	7.6	7.6
Injury accidents per 1000 population	10.0	10.0	9.8	9.6	9.6
Traffic citations per 1,000 population	251	260	260	260	260



Selected Performance Measures - Police Demographics				
	1998	1999	2000	2001
Average years of experienced (commissioned positions)	8.4	8.4	8.5	8.5
Caucasian	81.8%	81.8%	81.0%	81.0%
African-American	9.5%	9.6%	10.0%	10.0%
Hispanic	5.1%	5.3%	6.0%	6.0%
Other	4%	3%	3%	3%
Female	9%	10%	9%	9%
Male	91%	90%	91%	91%

The Police Department accomplishes its mission by maintaining an experienced, diverse work force, representing all segments of the populations. In the past, the demographic make-up of the Police Department has mirrored that of the City as a whole.

GOAL: Maintain a trained and diverse workforce that can respect and understand the values of all cultures in the community.